



# **MONTGOMERY COUNTY FIRE AND RESCUE ESCALATION GUIDELINE**

**LFRD Owned Facilities**

**STATIONS**

**3,4,5,6,7,8,9,11,12,13,14,16,17,19,20,21,23,24,26,28,30,33,40, R2**

## **Urgent Issues**

***e.g. bay-door can't be closed or won't open manually, significant active water/sewer leak, heat or A/C issues during extreme weather***

1. Take any actions to decrease impact. i.e. shut off water.
2. Immediately call Mr. Lynnwood Powers. If no answer, leave a descriptive message of what the problem is and provide call back information.
3. Email the Station Commander, cc the DOC, on-duty BC, LFRD Liaison BC, Facilities BC (Hopkins), and the LFRD President and Chief regarding the situation. Enter into MCFRS Facilities defect reporting system.
4. Contact on-duty Battalion Chief, request portable devices, etc.
5. BC to notify DOC.
6. At the one-hour mark and there is no resolution or response by Fire Facilities or a Contractor, Call Mr. Lynnwood Powers for an update. If no response, call Facilities BC Hopkins at 240-753-9828. If no definitive timeline is confirmed or there is no response contact the On-Duty BC to notify the DOC.
7. The DOC to notify the MCFRS Facilities Maintenance Manager.
8. If no response the DOC can directly contact vendors for resolution.



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## **Priority Issues**

***e.g. issues that affect security, response, heat or A/C issues, minor water leaks or anything that will cause greater damage if not addressed***

- Day 1
1. Enter a defect into the MCFRS Facilities defect reporting system.
  2. Email Station Commander, cc LFRD President, on-duty BC, and Facilities BC (Hopkins).
- Day 4
1. Email Fire Facilities to check status. Check the MCFRS Facilities reporting system for an updated disposition.
  2. If no plan for resolution, notify on-duty BC. BC to notify DOC.
  3. Email LFRD Liaison BC and Facilities BC.
- Day 7
1. Send an email via C-O-C to the DOC identifying the lack of response, cc Station Commander, LFRD President, LFRD Liaison BC, and Facilities BC. Include all documentation and previous reports.
  2. DOC to notify MCFRS Facilities Maintenance Manager via email.



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## **Routine / Long-term Repair Issues**

*e.g. issues that don't affect security or response*

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|--------|---|
| Day 1  | <ol style="list-style-type: none"><li>1. OIC enter defect into MCFRS Facilities defect reporting system.</li><li>2. Email Station Commander, cc LFRD President, and LFRD Liaison BC.</li></ol>  |
| Day 7  | <ol style="list-style-type: none"><li>1. Station Commander will check the defect reporting system for disposition.</li><li>2. If no disposition has been entered, the Station Commander will re-enter defect stating this is a "re-entry."</li><li>3. Email Fire Facilities and Facilities BC (Hopkins)</li></ol>       |
| Day 14 | <ol style="list-style-type: none"><li>1. Station Commander will check the defect reporting system for disposition.</li><li>2. If no disposition, email Fire Facilities and Facilities BC to identify the lack of disposition. Include all actions taken to date.</li></ol>  |
| Day 21 | <ol style="list-style-type: none"><li>1. Station Commander will check the defect reporting system for disposition.</li><li>2. If still no disposition, notify Facilities BC via email identifying lack of disposition.</li><li>3. Facilities BC to notify the MCFRS Facilities Maintenance Manager via email.</li></ol> |